

March 19, 2008

RE: Century Communication and Service at Live Oak

We purchased our home at 19925 Tamiami Avenue, Tampa, Florida 33647 on September 15, 2005. After the purchase we went to find out about cable and then learned after the purchase that cable was part of our homeowners dues and we had a contract with Century Communications. So we called to have television and internet installed.

Problems began from the outset as I office from my home and the internet speed was slower than death. We ran speed tests from different internet sights and speed of download ran somewhere around 2000 kb per second. The US average is 5147 kb/s. We called to complain and were told nothing could be done. This was never going to work long term so we looked into wireless cards which were expensive.

Second problem was the cable TV.

1. It offered NO HD TV programming and has no plan to. Since we had just spent \$3700.00 on a new flat screen HD TV. We were less than thrilled.
2. The programming was limited and very few choices existed for premium channels. We had come from Wisconsin where Cox cable offered 20 premium channels and movies on demand.
3. Century also told us they could not provide T-VO service.

On top of this in the first 3 weeks we had cable TV with Century it was out 3 times once for 2 days!!!!!!

We called Verizon Cable and had them hook us up for cable TV and internet. The internet downloads at 10,387 kb per seconds, 5 times faster than Century. The download time is 95% faster than others in the area.

Our cable TV with Verizon includes T-VO, 12 premium channels, 5 weather channels, HD programming and hundreds of regular channels which Century did not begin to cover.

As a last not later we found out that the contract with Century was for 15 years! We also found out that the developer was involved in the company and was a relative of the owner. How do people get away with this?

We need to end our relationship with Century. They have already been overpaid.

Sincerely

Randall and Vanessa Thorp